



CREFFT – Terms & Conditions

Terms and Conditions for Zoe Murphy Design Retreats

These terms and conditions ("Agreement") govern the relationship between you, the guest ("Client"), and Zoe Murphy Design ("Provider"). By completing your booking, you agree to abide by the terms outlined below.

1. Payment

- **Booking Confirmation:** Once you complete your online booking and receive your welcome email and dated payment receipt for your initial payment, you are deemed to have agreed to enter into a contractual agreement with Zoe Murphy Design whereby you are responsible for the full payment of the retreat and liable for all absences, regardless of whether these are notified or not.
- **Remaining Balance:** After the initial booking you will receive a link to pay for the remaining cost of your retreat fee from Zoe Murphy Design. You may choose between a one-time payment or instalments of equal payment at times of your choosing. All payment deadlines must be adhered to. If you experience any issues with payment, please contact Zoe Murphy Design as soon as possible.
- **Included Services:** The fee charged by Zoe Murphy Design includes the planning, organizing, and delivery of all creative workshops and third-party services (catering and transport to planned activities). As we collaborate with several small businesses throughout the year to prepare for and deliver the retreat, all client payments are non-refundable and non-exchangeable in the event of cancellation or non-attendance by the client for any reason.
- **Accommodation Charge:** For proximity and shared experience, Zoe Murphy Design have selected Hotel Mariners in Haverfordwest to be the accommodation for all guests attending Crefft. You are required to independently book and pay for your accommodation with the hotel directly (not through third party booking sites) and for the duration of the retreat to qualify for the activities of your trip. The hotel is solely responsible for providing accommodation services to retreat participants, and Zoe Murphy Design assumes no liability or responsibility for the hotel's services or facilities.
- **Personal Insurance:** We encourage you to secure your own trip/travel or medical insurance, and by accepting these terms, you acknowledge you have been informed of this option and understand that you may purchase it independently.
- **Cooling-Off Period:** You may cancel your contract within 14 days of booking (the "Cooling-Off Period"). To cancel, you must email us specifying your intent to cancel. Your cancellation request will not be considered submitted until we acknowledge receipt. After the Cooling-Off Period, all payments are final and non-refundable.
- **Final Payment Deadline:** The full retreat fee is due 14 days before the start of the retreat, unless otherwise agreed in writing. If booking occurs within 14 days of the retreat start, full payment for both accommodation and activities is required at the time of booking.
- **Non-Payment:** If full payment is not received by 14 days before the retreat, and no communication is made regarding payment or attendance, Zoe Murphy Design may treat the booking as absent. As per your contract you will remain responsible for the full payment of the retreat and liable for all absences, notified or not.
- **Payment Methods:** All payments are processed through secure systems such as Sage Pay or PayPal, leading independent payment service providers (PSPs).

2. Services Provided

- **Scope of Services:** Zoe Murphy Design is responsible for delivering creative workshops. For all transportation, hotel accommodations, and third-party services, Zoe Murphy Design acts as an intermediary, not as the provider of these services. Zoe Murphy Design is not liable for any loss, injury, delay, or issues resulting from the actions or omissions of third-party providers.
- **Excluded Services:** Travel to and from the retreat on arrival day and departure day is not included in the fee and is the client's responsibility.

- **Full Board Definition:** Full board includes three meals per day during whole retreat days—breakfast, lunch, and dinner—provided by the hotel and catering partners. On arrival day, only a welcome dinner is included, and on departure day, only breakfast is included.
- **Retreat End Time:** The retreat concludes at 10:00 AM on the official departure day as specified by Zoe Murphy Design.
- **Dietary Requirements:** The retreat menu will be vegetarian unless otherwise stated. All dietary requirements must be provided in writing at least four weeks before the retreat start date.
- **Parking:** Complimentary parking is available in the hotel's off street car-park for the duration of the retreat. Zoe Murphy Design is not responsible for any loss or damage to vehicles.
- **Suitability:** The retreat is not suitable for individuals with reduced mobility due to the physical nature of the activities. Please contact us if you have concerns regarding mobility.

3. Client Responsibilities

- **Health and Safety:** By signing the travel waiver, the guest acknowledges the inherent risks of physical injury, illness, or property loss associated with participation in retreat activities. Zoe Murphy Design cannot guarantee safety, as not all risks can be prevented.
- **Medical Expenses:** Zoe Murphy Design does not provide health or accident insurance. The client is responsible for any medical expenses or property loss that occurs during the retreat.
- **Authorization for Emergency Care:** The client authorizes Zoe Murphy Design to seek emergency medical treatment on their behalf if necessary and releases the provider from liability for such treatment.
- **Personal Needs:** The client is responsible for their own medical requirements, clothing, and footwear during the retreat.
- **Non-Participation:** If the client chooses not to participate in any part of the retreat or its services, no alternative activity or refund will be provided.
- **Health Disclosures:** Clients are advised to inform Zoe Murphy Design of any health conditions that may affect their ability to safely engage in retreat activities prior to the event. While we appreciate being made aware of such concerns, by choosing to book and participate in the retreat, clients acknowledge that Zoe Murphy Design assumes no responsibility or liability for any health-related issues that may arise during the retreat.
- **Insurance:** It is the client's responsibility to ensure they have appropriate travel and medical insurance for the retreat.
- **Conduct:** The client agrees to refrain from illegal or disruptive behaviour. Zoe Murphy Design reserves the right to remove any guest from the retreat without refund if their conduct is deemed inappropriate.
- **Age Requirement:** Guests must meet the age requirement of 18 years old to attend the retreat.

4. Media and Privacy

- **Photographs and Recordings:** Unless permission is withdrawn by the client beforehand in writing, Zoe Murphy Design reserves the right to take photographs or recordings of the client during the retreat. The client agrees that these may be used in promotional materials, websites, and advertisements.
- **Privacy:** Zoe Murphy Design is committed to protecting the client's privacy. Personal data submitted by the client will be retained only for the duration of their engagement with our services. Financial data will not be stored.
- **Community chat groups:** Any social chat groups (WhatsApp etc) created as an option for the guests to join are intended for independent social connection and are not an obligatory part of the trip. The choice to join is left up to the personal preference of the guest when invited and the guest can leave these chats at any time without consequence or exclusion from information. Any social chat groups started by Zoe Murphy Design and the content shared within them are not moderated and are not the responsibility or liability of Zoe Murphy Design.
- **Work Ownership:** Any work created by the client during the retreat remains their property unless otherwise agreed. Zoe Murphy Design may request permission to use such work for promotional purposes, with appropriate credit.

5. Variations

- **Service Alterations:** Zoe Murphy Design reserves the right to alter the content of the services due to unforeseen circumstances such as weather, staff availability, or client needs. If a major change occurs, the client will be notified, and we will make reasonable efforts to provide an equivalent experience.
- **Third-Party Changes:** If third-party suppliers (e.g., venues, catering partners) make changes that impact the retreat, Zoe Murphy Design will endeavour to provide substitutes of similar value and will not charge additional fees for this.
- **Force Majeure:** Zoe Murphy Design is not liable for delays or failures in performance caused by events beyond our control, such as natural disasters, strikes, or government actions.

6. Cancellation by Host

- **Retreat Cancellation:** While we strive to fulfil all bookings, Zoe Murphy Design reserves the right to cancel a scheduled retreat or individual bookings.
- **Cancellation Refund:** If Zoe Murphy Design cancels a retreat prior to its commencement, the client will be offered an alternative date or a full refund for payments made.
- **Special Circumstances:** In cases of cancellation due to special circumstances beyond the control of Zoe Murphy Design, such as force majeure events, we are not obligated to offer a refund, but will seek to provide alternative arrangements.

By accepting these terms and conditions, the guest agrees to all provisions listed herein.